

Call to Order

The regular meeting was called to order at 7 p.m.

Roll Call

Present:	Alex Bennett	Richard Hughes
	Jerry Bixby	Penny Marinos
	Shazad Butt	Kent Voigt
	Cindy Stewart	Brian Wehrung

Absent: Monika Sata

Introduction

Chairman Wehrung introduced Shazad Butt as the newest CATV committee member.

Approval of Minutes

Motion to approve minutes of November 20, 2002 by Hughes/second Bennett.

Approved unanimously.

Correspondence

- A. Comcast merger with AT&T Broadband will serve more than 21.4 million subscribers in 41 states
- B. WOW- rate increase
- C. Comcast- rate increase approximately 7% increase for services
 - a. Possible to have e-mail address to send suggestions/ideas to cable companies i.e. Line-up, complaints, problems? Is there an e-mail address we can publicize or they can promote on the bill?
 - b. Wehrung will start a spreadsheet to record rate increases for both cable companies
 - c. Possible to get number of customers who have satellite TV?
 - d. Interesting note: Price increases cable & satellite within a percent of each other

Old Business

- A. PEG fees calculation (Comcast & WOW). This was in response to a request from ICCA. Will have a report after January ICCA meeting. Will they have to send refunds to any customer who was double assessed? Do we get 5% and 1% fee on late fees collected? If not, why?
- B. Member list- corrections, can we get list of which term members are serving?
- C. Cable Company Report Card- are we getting logs of all complaints?

Report Card: 4th Quarter

- a. Comcast: C-
Majority was billing problems and insufficient data. Are they reporting all the complaints?
- b. Wide Open West: C+
Insufficient data- but complaint log was more complete
- c. Both companies:
What is the number of subscribers? For both, appears cable service is more consistent, internet service less consistent
- d. Comments
WOW- Weekend calls are tough, can't get ahold of anyone on the weekends, but clear picture and resolution time minimal

WOW- If only 9 calls in Oct., 6 in Nov., 9 in Dec and Comcast only 28 calls in Oct., 16 in Nov., 13 in Dec., why can't people get through?

New Business

- A. ICCA Meeting Notes
- B. Resignation- Mike Farrug- Does not have time available to make meetings
- C. Attendance report

News Articles

Next meeting Wed. April 30

Add CMN report- S. Butt

Add: New Business- Budget and Include Mission Statement April Meeting

Motion to adjourn by Bixby/Hughes- meeting adjourned at 8:50 p.m.